



Quick Guide –
ADX Air – After Hours Support
June 2022


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1.Accessing Support Overview

ADX is supported by several different Trip Arc support teams. Accessing support can be done directly from ADX for air and technical and direct by email for finance. ADX is supported by:

- ADX technical support
- ADX Air - Air Support Team (during office hours)
- Air After Hours
- 247 VIP Support
- Travelex Insurance Support
- Advisor Reporting Tool – Finance support
- Client Profile support – CB support team
- ADX and Travel Edge Training

 **REQUEST SUPPORT** ×


Please tell us about the ADX Technical Support issue that you are encountering(ADX errors, question about ADX usability, ADX training help) :

 If you require Air Team assistance (ticketing support, questions about a PNR, rules and restriction Inquires) then please use "Ask Air Support" option on a trip.

DESCRIBE YOUR REQUEST

Tell us your inquiry.

SEND AS / ON BEHALF OF ADVISOR

Me (Anna Kulej) 

CC REQUEST TO

☐ This request is urgent.

Close

Submit Request

1.1. AIR AFTER HOURS SUPPORT TEAM

ADX Air module is supported by the TripArc After Hours support team outside of business hours. This is a **paid** service utilized in the event of an emergency that cannot wait until regular air business hours. The fees related to utilizing after hours will be determined by whether the client has purchased the 247 VIP Support product. If the product has been purchased, the phone number can be utilized for no extra cost. If the product has NOT been purchased the fee will be applied to the advisor statement.

- **Hours of Operation:** Monday through Thursday 7pm - 10am CST (outside of air team support hours)
Weekends and Holidays 24 hours
- **How to contact support:** Call the phone number located on your air reference
- **How does support communicate:** By phone.
- **When to contact After Hours Support Team**
 - You have an ADX confirmed air booking
 - You are outside of the air team support hours
 - You need **immediate** assistance with changes or cancellations
 - Your request cannot wait until regular air support hours
- **Best Practices: A few tips on accessing better support**
 - Submit a ticket if your request is not urgent and can wait until the business hours

ADX

Partners

Clients

Resources

Bookings

Cruise ID, ADX Ref, PNR, or invoice #

Anna Kulej

One Way Flight: New York to Toronto

Sarah Smith

Sunday, September 11, 2022 - Sunday, September 11, 2022

Advisor: Anna Kulej

ADX Ref: GNACo9 | Archive | Link Bookings

BOOKED N/A

Trip

Client & Travelers

Payment

Service Fees

Manage

Refresh Quote

Trip Name

One Way Flight: New York to Toronto

Dates

09/11/2022

09/11/2022

Add details/notes

All Services

View by:

✈ One-way New York to Toronto

Rename

BOOKED

Sep 11, 2022 - Sep 11, 2022

Ticket Flight

Actions:

Change Flights

Cancel Flights

Ask Air Support

Open PNR View

Seat Plan

Fare Rules

GDS: Sabre

PNR REF: (Sabre)

PNR REF: (AA)

KGBJEU

XTQWIM

AIR SUPPORT HOURS

Mon-Fri: 10:00 am EDT - 7:00 pm EDT

AFTER-HOURS ASSISTANCE (Fees Apply)

PHONE #: 888-481-2064

CODE: S-4REG

TICKETING DEADLINE: May 13, 2022, 11:59:00 PM Pacific Time

The Air Itinerary is booked but not ticketed.

Please proceed to payment and ticketing to secure availability and price.

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